



Joseph P. Bort MetroCenter
 101 Eighth Street
 Oakland, CA 94607-4700
 TEL 510.817.5700
 TDD/TTY 510.817.5769
 FAX 510.817.7848
 E-MAIL info@mtc.ca.gov
 WEB www.mtc.ca.gov

Memorandum

TO: BATA Oversight Committee

DATE: May 4, 2011

FR: Executive Director

W. I. 1252

RE: Cooperative Agreement between BATA and Santa Clara Valley Transportation Authority for FasTrak® Customer Services for the State Route (SR) 237 Express Lane.

The SR 237 Express Lane (237 EL), operated by the Santa Clara Valley Transportation Authority (VTA), is expected to begin operation in Fall 2011. The project will convert the existing direct carpool-to-carpool connector at the SR 237/I-880 interchange to an Express Lane. On the Express Lane, carpool (2+ passengers) vehicles would travel at no charge and single occupant vehicles would be able to use the lane for a fee. The 237 EL will be the second non-bridge toll facility in the region (The I-680 Express Lane in Alameda and Santa Clara Counties, which opened in September 2010, was the first Express Lane in the region). As stipulated by state law, VTA is required to enter into a cooperative agreement with BATA to operate and maintain the FasTrak® Electronic Toll Collection System. The FasTrak® Customer Service Center (CSC) will process transactions and provide account management services for the 237 EL.

Overview of the Cooperative Agreement

Over the past several months, BATA and VTA staff have developed the scope of services that will need to be provided by the CSC to support the Express Lane. The proposed Cooperative Agreement between BATA and VTA specifies the CSC services and how BATA would be compensated for providing these services. Key provisions of the agreement are patterned after the I-680 agreement and include:

- The CSC will process all 237 EL transactions according to agreed upon protocols.
- The CSC will handle all customer services including tag distribution, account management, customer calls, including 237 EL specific calls, and customer correspondence.
- The VTA will reimburse BATA for start-up and operational costs, as follows:

Activity	Reimbursement
System interface development (One-time Start-up) cost	\$72,000
CSC operational cost	\$0.17 per 237 EL transaction
Banking/Credit card cost	\$0.075 per 237 EL transaction
Accounting/administrative cost	\$2,000 per month

Recommendation

Staff recommends that the Committee authorize the Executive Director, or his designee, to negotiate and enter into a Cooperative Agreement with the VTA for the BATA FasTrak[®] CSC to support the 237 EL, subject to the terms described above.

Steve Heminger

SH:rm

Summary of Cooperative Agreement

Work Item No.:	1252
Partner Agency:	Santa Clara Valley Transportation Authority (VTA)
Work Project Title:	Cooperative Agreement between BATA and VTA for FasTrak® Customer Services for SR 237 EL
Purpose of Agreement:	Description of services to be provided by BATA CSC and compensation for these services to support the 237 EL.
Brief Scope of Agreement:	<p>BATA will provide CSC services for the SR 237 EL including transaction processing, account management, tag distribution, customer services, marketing services and fund settlement in accordance with current policies and standards and according to protocols agreed with VTA.</p> <p>VTA will provide staff for handling escalated customer issues, fund reconciliation, managing the 237 EL facility, and notifying BATA of incidents and toll fare changes. VTA shall compensate BATA for fixed costs and transaction fees and banking costs are described in the Memorandum of the Executive Director dated may 4, 2011 subject to annual review.</p>
Motion by Committee:	That the Executive Director, or his designee, is authorized to negotiate and enter into a Cooperative Agreement with the Santa Clara Valley Transportation Authority (VTA) for BATA CSC support services for the SR 237 EL.
BATA Oversight Committee:	<hr/> Bill Dodd, Chair
Approved:	Date: May 11, 2011